

## Secure Document Destruction FAQ's

1. If I use SDD am I obligated to follow records retention policies for retention and destruction?  
Whom do I contact if I have a question?

Yes. Records retention policies are established by the Department of State, Delaware Public Archives, Government Services Section and can be found at <http://archives.delaware.gov>. Questions about how and when to properly dispose of government records, either confidential or non-confidential, can be directed to their staff.

2. I am doing a special project that will result in a purging of records. Am I required to dispose of them through this service?

Bulk pick up and shredding is not covered by this contract. This contract is intended for recurring disposal of secure documents that will result in an established route and scheduled retrieval. While use beyond this is not mandated, the ability to obtain a price for non-required use from this provider is not prohibited. Agencies with bulk pick up needs are encouraged to obtain competitive pricing for the required services.

3. How do I define "Bulk pick up" vs. "Office Pick up as part of a Scheduled Service" that would require my use of this contract?

Bulk pick up occurs when the size of the container used exceeds 750 lbs. Scheduled service for secured documents, through the State set side contract, occurs when documents are picked up at a State facility or office according to a schedule agreed upon by the service provider and the customer in containers weighing less than 750 lbs.

4. May I still utilize Delaware Public Archives for my destructions?

Yes. If your Agency has a process by which they send records to Delaware Public Archives for processing and disposal this award does not displace that process. You may continue to dispose of records through Archives using their established processes.

5. Can I still dispose of papers and documents through Single Stream Recycling?

Single Stream Recycling (SSR) is the preferred method for disposal of non-confidential papers and documents eligible for destruction, as it does not require shredding of the information or a certificate of destruction. For questions regarding destruction and disposal requirements for government documents please refer to Delaware Public Archives at <http://archives.delaware.gov>.

6. My previous service provider shredded materials onsite. How do I ensure that materials retrieved under this contract are in fact shredded?

Documents are retrieved from the Agency locations and a chain of custody is maintained as outlined in the contract. Agencies receive a certificate of destruction for their records. All shredded material retrieved under this award will be shredded and recycled within 48 hours of retrieval.